



**TOWN OF WEST HARTFORD**  
**West Hartford, Connecticut**

**Program Coordinator**

**Department: Human & Leisure Services**

**Reports to: Community Partnerships Manager**

**Job Purpose**

To assist in the administration and operation of the Town of West Hartford Food Pantry and other Community Partnerships programs.

**Work Environment**

Work is typically performed in a business office environment. Manages multiple priorities adhering to established time frames and performance standards. Frequent interaction with people utilizing extensive oral and written communication to determine needs. Must be able to push, move, lift and carry up to 30 pounds. Requires use of a personal computer and exposure to a video display terminal. Requires work outside normal business hours on an occasional and usually scheduled basis. Requires attendance at meetings internal and external to the organization and requires travel to those meetings.

**Essential Job Functions**

- Assists Community Partnerships Manager in coordinating and implementing various year-round and seasonal programs/activities including the Food Pantry, Thanksgiving Distribution, Children's Holiday Party and Back to School Program.
- Assists in daily operations of the food pantry according to Standard Operating Procedures.
- Updates database of food pantry clients and volunteers.
- Coordinates food donations. Sends out donation thank-you letters.
- Assists in training and supervising food pantry and special project volunteers.
- Completes statistical reports on food pantry usage and donations.
- Works with Community Partnerships Manager to maintain and identify funding sources for specific department programs, i.e. Food Pantry, Town That Cares, Back to School Program.
- Assists in updating and developing program promotional materials.

- Participates in fundraising and promotional activities including community outreach and public speaking.
- Participates in special projects as requested.
- Works with staff to recognize volunteers.
- Assists with administrative tasks as needed.
- Promotes positive public relations and customer service.
- Performs other related duties as required/assigned.

### **Knowledge, Skills, and Abilities**

- ✓ Ability to work with individuals from diverse backgrounds.
- ✓ Ability to express oneself clearly and concisely both orally and in writing.
- ✓ Ability to use a personal computer for word processing, spreadsheet and database applications.
- ✓ Ability to work independently and as part of a team.
- ✓ Ability to work evenings and weekends when needed.

### **Minimum Qualifications**

Bachelor's Degree in Human Services, Public Administration, Business, Community Organization or related field and at least two years experience, or an equivalent combination of education and experience.